

CARROLL PUBLIC LIBRARY HOMEBOUND DELIVERY POLICY



ELIGIBILITY

This service is available to residents living within the Carroll city limits who:

- Are unable to leave their home due to illness, injury, disability, or age
- Lack access to transportation for an extended period
- Are caregivers responsible for individuals who cannot be left alone

REGISTRATION

- Patrons must complete a Homebound Service Application form.
- The library director and/or designated staff member will review all applications to confirm eligibility and approve the application.
- The library can request a participant file a new application to verify the patron still qualifies to participate in homebound services yearly.
- Family members/designees can be authorized to pick up and return library materials from the library.

MATERIALS AVAILABLE

- Availability depends on the library's collection, but patrons may request books, audiobooks, DVDs, TV series, magazines, and puzzles.
- New DVDs and TV series will not be included in this service.
- Patrons may request specific titles or library staff will select materials based on their interests.
- Patrons will be eligible to utilize the Interlibrary Loan system if the titles they request are available through another Iowa public library at no cost to the patron.

DELIVERY AND PICKUP

- Deliveries occur every 2 weeks unless otherwise arranged at least two days in advance.
- Materials are delivered by library staff or authorized volunteers.
- On each visit, previously borrowed items will be collected.
- Someone must be available to receive materials unless prior arrangements are made.

LOAN PERIODS AND RENEWALS

- Standard loan periods apply unless otherwise specified.
- Renewals may be requested by phone, email, or through the library catalog.
- Staff may automatically renew items when possible.

SERVICE LIMITATIONS

- The library reserves the right to limit the number of items delivered.
- Service may be suspended due to unsafe conditions (e.g., severe weather, unsafe premises).

CONFIDENTIALITY

All patron information and reading preferences will be kept confidential in accordance with library privacy policies.

TERMINATION OF HOMEBOUND SERVICE

Homebound service may be discontinued:

- At the patron's request.
- If the patron becomes able to visit the library.
- If program guidelines are not followed.
- Affected patrons may appeal to the Library Board of Trustees.

Adopted 04/20/2026.